

**Washington's Birthday Federal Holiday Processing and Customer Service Hours
Attachment to February 2016 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, February 15, 2016 to observe the Washington's Birthday federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, February 15, 2016 but will not process Institutional Student Information Records (ISIRs) until Tuesday, February 16, 2016.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, February 15, 2016, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, February 16, 2016.

Web Sites

All Federal Student Aid Web sites will remain operational on the holiday.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday, Federal Holiday, Monday, February 15, 2016
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Closed
• Grants	(800) 474-7268	Closed
• Student Loan Support Center	(800) 557-7394	Closed
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Open
eZ-Audit Help Desk	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Closed
Loan Consolidation Servicers		
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
• Navient	(800) 722-1300	Open
• Nelnet	(866) 426-6765	Open
Loan Consolidation Information Call Center	(800) 557-7392	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday, Federal Holiday, Monday, February 15, 2016
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Navient • Nelnet • OSLA Servicing • VSAC Federal Loans 	(877) 336-7397 (866) 313-4130 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (888) 866-4353 (888) 272-4665 (866) 463-5638 (866) 264-9762 (888) 307-8722	Closed Open Closed Closed Open Open Open Open Open Closed Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Navient • Nelnet • OSLA Servicing • VSAC Federal Loans 	(800) 663-1662 (866) 313-3797 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (888) 866-4352 (800) 722-1300 (888) 486-4722 (866) 264-9762 (888) 932-5626	Closed Open Closed Closed Open Open Open Open Open Closed Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed